

City of Chattanooga, TN
Personnel Class Specification

Class code 0128

FLSA: Non Exempt

CLASSIFICATION TITLE: PC SERVICES SPECIALIST

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide advanced technical support for PC users.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Provides on-site user support of PC's for problems with hardware and software beyond the front-line support provided at the network technician level. Aid/trains users with PC software applications.

Performs diagnostic analysis, troubleshooting, and resolution of PC software and hardware problems, including multiple-level software conflicts. Researches latest patches/fixes for PC software and hardware used by the City and gives recommendations as to the relevance of such patches/fixes to the City's PC systems. Formulates implementation plan for such patches/fixes deemed necessary.

Installs and configures networking system software, PC operating system software, and application software on PC-based machines. Sets up electronic information exchange devices. Writes PC tips and procedures for computer set-up and maintenance.

Performs PC maintenance vendor tracking, interaction, and management.

Provides recommendations to assist with procurement of hardware, software, equipment, materials, and services from available vendors; assists user-departments with needs assessments for personal computers.

Keeps abreast of new computer technology by reading industry-related publications and attending workshops and seminars as available; aids and instructs other PC support staff as necessary.

ADDITIONAL FUNCTIONS

Provides web-page design and maintenance for PC Support area.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Vocational/Technical degree with training emphasis in Information Systems Technology; supplemented by one (1) to two (2) years previous experience and/or training involving PC hardware and software user support; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust or electric currents.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Edited: January 2002